



## **CODE OF PRACTICE**

This Code of Practice is a document drawn up and agreed by the members of the Association as a working instrument incorporating the best practices and procedures to be adhered to by members of the Association, their employees and sub-contractors.

All existing members and those joining the Association must agree to abide by the current rules and practices laid down and must be bound by their signature.

The Code of Practice may be altered, amended, added to or deleted from only by a unanimous decision of the Executive Committee.

### **A. GENERAL**

1. Members at all times will strive to attain and maintain the highest possible operational and safety standards in all aspects of their business.
2. Members will not bring the Association into disrepute.
3. All members should carry adequate Goods in Transit Insurance cover to a minimum value of £5,000.00 per ton per load for the protection of clients' interests, copies of which must be available to the Administrator on request. Self-insurance is not acceptable unless evidence that a formal procedure exists for indemnifying other members against financial loss arising out of a goods in transit claim.
4. Members are expected to operate an equal opportunities employment policy and should be fair and reasonable in their dealings with riders/drivers engaged or employed by them.
5. Members must assist other members in any way possible.
6. All advertising by members should comply with the standards of the Advertising Standards Authority, Independent Broadcasting Authority and the Trades Descriptions Act and should not be misleading or use unfair comparisons.
7. Members should take every opportunity to introduce the benefits of the NCDCA to their clients both via advertising and general communication and to promote the use of NCDCA members in other parts of the country. The Association encourages each member to promote the Association logo by display on vehicles and in advertisements.
8. No member should knowingly seek to canvass the account client of another member.

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**B. OPERATING STANDARDS**

1. All vehicles must be of a suitable type; roadworthy and well maintained with particular attention paid towards condition and cleanliness.
2. Riders and drivers engaged or employed by Members must be:
  - a) Competent, experienced or taking part in a recognised training scheme. The use of learner riders/drivers is discouraged.
  - b) Adequately insured in accordance with the Road Traffic Acts and all other current legislation to carry out courier work.
  - c) Of good character, behaviour, and attitude.
  - d) Of clean and tidy appearance.
  - e) Equipped with a satisfactory form of communication for the work being undertaken.
3. Members and their employees/sub-contractors must be always courteous and business-like. All employees, premises, and property of the client must be treated with respect and any requisite operating security or safety procedures complied with whilst on their premises.

**C INTER-TRADING WITH OTHER NCCA MEMBERS**

1. To achieve the first aim of the Constitution & Rules, members should regard other members as priority clients.
2. Members should, wherever possible, inter-trade with other member companies, who in turn should not then sub-contract to another company without the consent of the originating company. If another member is unable to provide the service offered by a member, then the Courier Exchange may be used. Similarly, if a member has a substantial National customer offering jobs outside of the member's territory, then these jobs should be offered to other members before using Courier Exchange.
3. Prices charged should be reasonable, competitive, and established in advance or on demand and members must be informed of any extra charges such as service, waiting time or account charges.
4. Inter-member payments should be paid within thirty days from the end of the month of the invoice date unless the charge is under written dispute.
5. Members are encouraged to use the 'No Service' report form to assist the NCCA administration to identify areas that require additional members.

**D**      **DISPUTES**

1. Members have an obligation to ensure immediate and just settlement of complaints from other NCDA members.
2. If any member feels that another member is not adhering to the Constitution & Rules of the Association or the Code of Practice, or any part thereof, or that they are not receiving a reasonable level of service or co-operation from another member; they should complete an NCDA Action Report Form and send it to the Administrator. In the case of any complaint or dispute involving a Provisional member, an Action Report Form must always be submitted.
3. On receipt of a completed NCDA Action Report Form from a member, the Administrator and/or Chairperson will decide whether the complaint requires immediate action or should be filed for possible future action. If immediate action is required the Administrator will contact both parties and mediate and if this is unsuccessful the Chairperson, or in his/her absence the Vice-Chairperson, shall be advised and a course of action will be agreed and pursued. Should this prove to be unsuccessful the matter should be referred to the Executive Committee or if the matter is of a very serious nature, an EGM maybe called. Reports relating to a Provisional member will always be acted upon as any complaint may affect their acceptance to Full membership. The Chairperson will review all completed Action Report Forms quarterly and if it is found that there are three or more detrimental reports against any member within a one-year period then the Chairperson will refer the member to the Executive Committee who will review their suitability for continued membership.